

COMPUTER & LIBRARY TRAINING

Computers for Beginners 6: Use Email on the iPad



March 2020 JA/DC

Learning Outcomes

In this class you will:

1. Learn how to Sign-in and Sign-out of a Gmail account
2. Learn how to
 - **Read** an email
 - **Write** and **Send** an Email
 - **Reply** to an email
 - **Delete** an email
 - Open or send **Attachments**
3. Review the basics of **spam** and **phishing**
4. Review additional resources to help you **learn more**

Note: Free email accounts may come with restrictions such as limited features, storage limits, file transfer limits or advertisements.

Email on the iPad can look **very different** from the same email account on a desktop computer or on your phone.

In this class we focus on the **most essential features that are common** to all email services.

Why Use Email?

- One of the most popular forms of communication today
- You will need an email address to use most online services
- Email is fast and cheap (once you have Internet access)
- Send and receive email messages from anywhere in the world
- Organize and save your emails into folders
- Send one message to many people at the same time
- Attach documents or pictures to your message and send via email

With Gmail, you get 15 gigabytes of storage space, across all your services including Gmail, Google Drive and Photos

Access your email from your phone/tablet/PC or here at TPL

For most online services you will need to register with an email address

Gmail is a free web-based email service from Google. There are other services such as Yahoo Mail and Microsoft Outlook (formerly Hotmail). We use Gmail for our lessons because you can sign up without confirming your identity with a cell phone.

If you have Internet access at home, or a data plan available on your phone or tablet, you may have an email account already that was included with your Internet Service plan (e.g. Bell, Rogers).

In today's class you will be provided with a **practice Gmail username and password**. This will allow you to log into an email account created specifically for computer classes at the library.

If you wish to get your own email account, you will need to register with Gmail. You can complete the registration process by making an appointment with library staff through our **Book-a-Librarian** service.

NOTE: Many email providers want to send a security code to your cellphone to confirm registration. They may also request a back-up email for use if you forget your password. This is called 2-factor authentication.

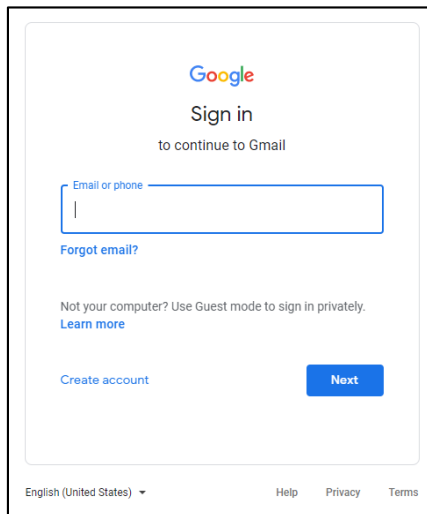
ProtonMail does not require this additional verification, at this time, and is a secure email system developed by a group from MIT and CERN.

Other services such as Yahoo mail, Hotmail, Outlook require authentication.

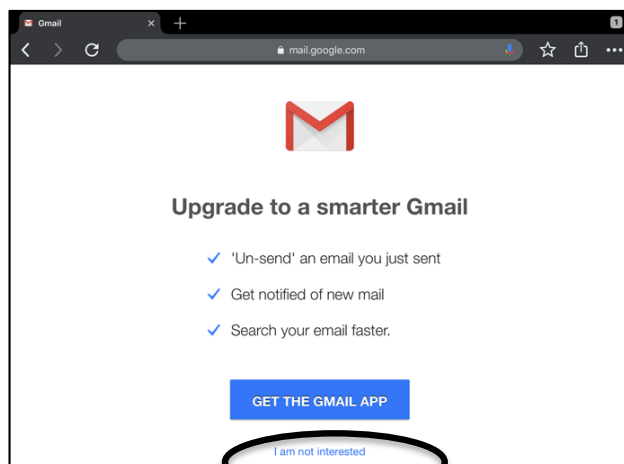
Exercise 1: Logging in to a Gmail Account

Does everyone remember how to connect to WiFi, Open the Chrome browser and open an private Incognito window?

1. **Connect to TPL Wi-Fi**
2. Open the **Chrome Browser App**



3. Type in the address **google.com/gmail**
4. Type in your **practice email name** and tap **Next**
5. Type in your **password** and tap **Next**
6. **Note: on an iPad** you will be prompted to open the Gmail App, tap **"I am not interested"** We will use the browser app instead

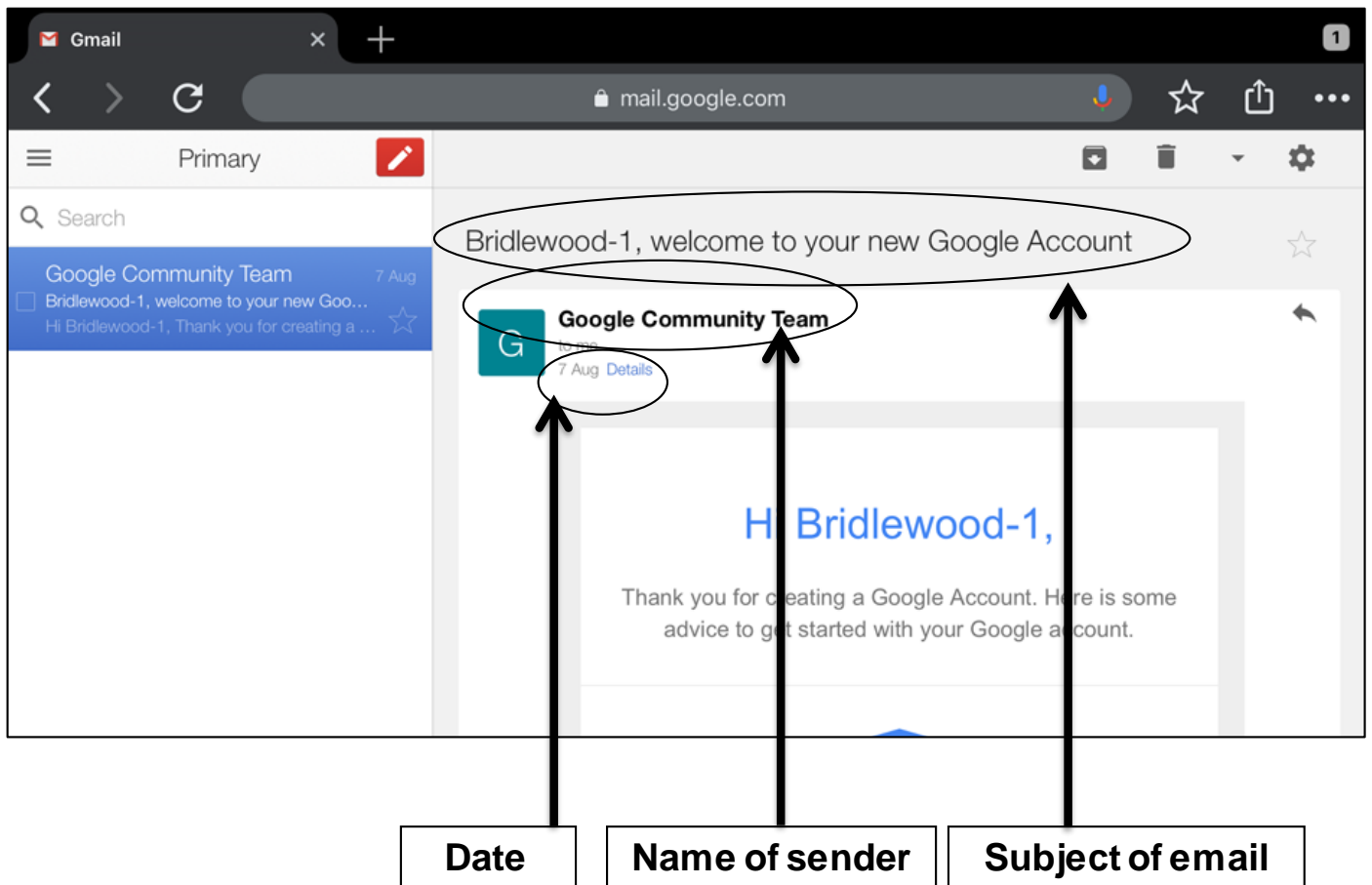


Exercise 2: Tour - The Inbox

Welcome to your **Inbox**! This is where all the new messages are delivered. On this page you will see a list of emails you have received on the left. And the email content is open and ready to read on the right

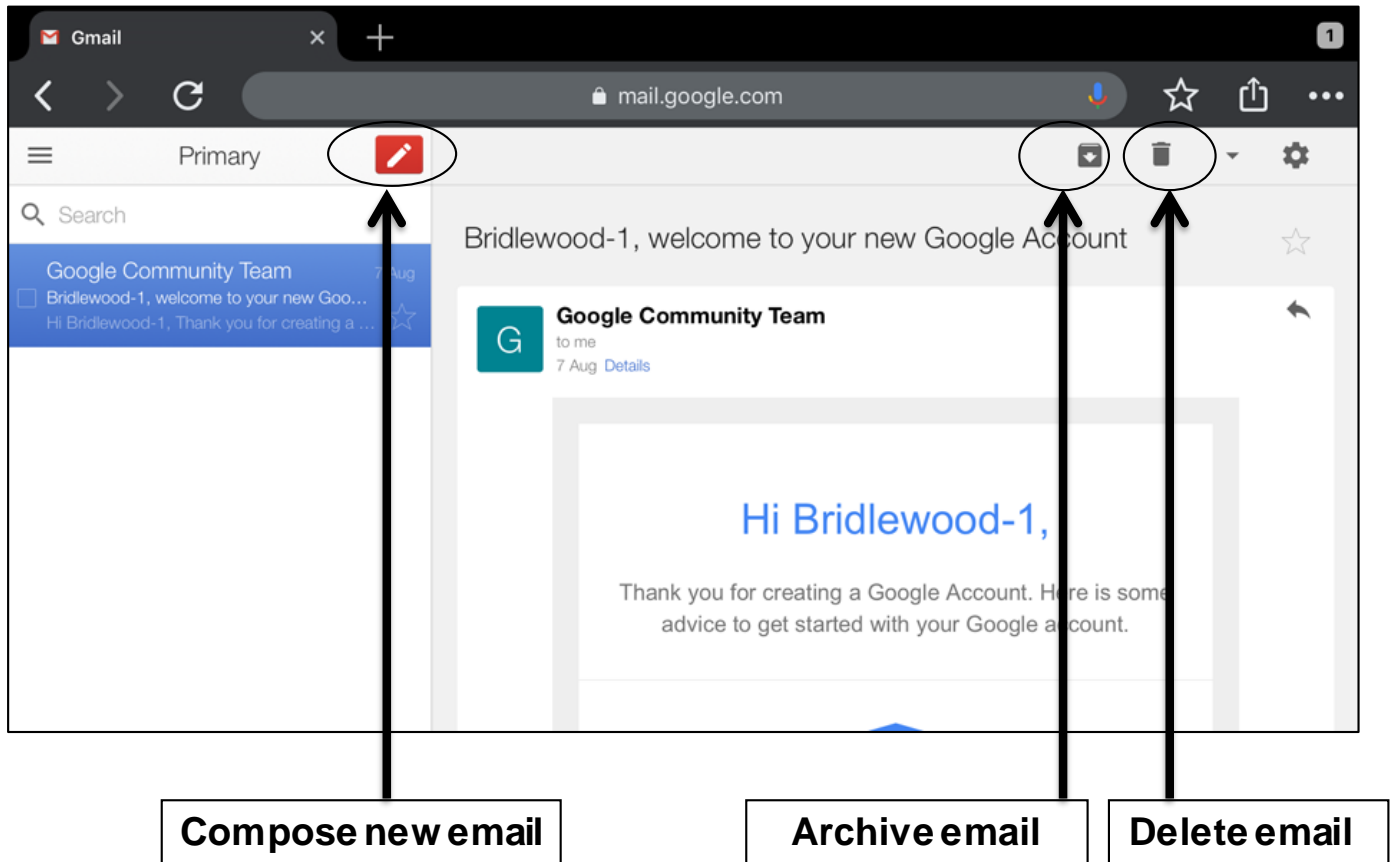
You can see:

- who the message is **from**
- the **subject** line
- the **date** the message was sent

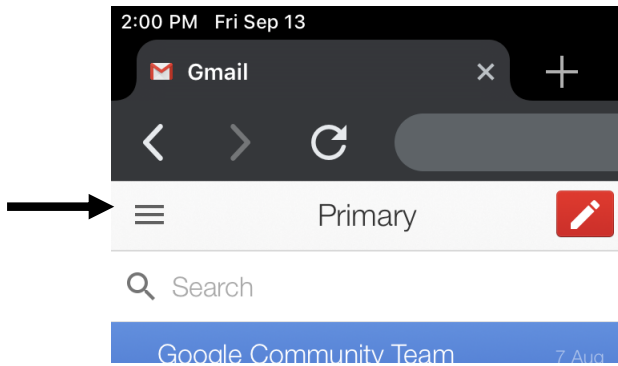


Other important tools

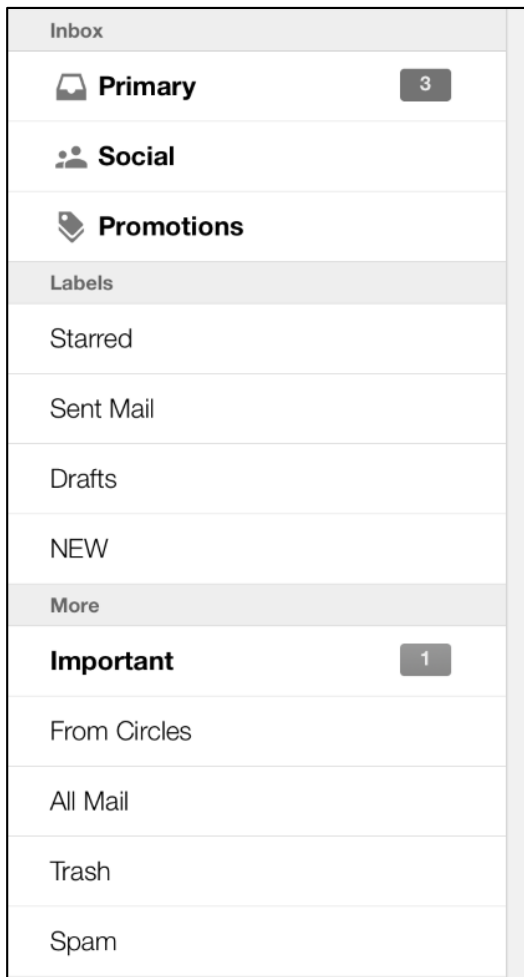
- **Compose** – The Compose button is where you would tap to write a new message to someone.
- **Archive** - store your email in the archive to keep you Inbox clear
- **Delete** –delete unwanted emails



Tour - Left Panel



1. **Tap on the 3 horizontal lines** on the left to see all your hidden folders or labels. Fun fact: this 3-line menu is referred to as a “hamburger menu”!



Your Inbox messages are automatically categorized into the following optional categories, so that messages of the same type are grouped together:

 **Primary**

Messages from friends and family, as well as any other messages that don't appear in other tabs

 **Social**

Messages from social networks.

 **Promotions**

Deals, offers, and other promotional emails.

Labels – Gmail comes with a number of useful folders which Gmail calls Labels:

- **Sent Mail**
- **Drafts** – as you type your email a draft is automatically saved.
- **Saved Email** - The number to the right indicates the number of unread messages you have.
- **Trash** - deleted emails
- **Spam** - unsolicited email

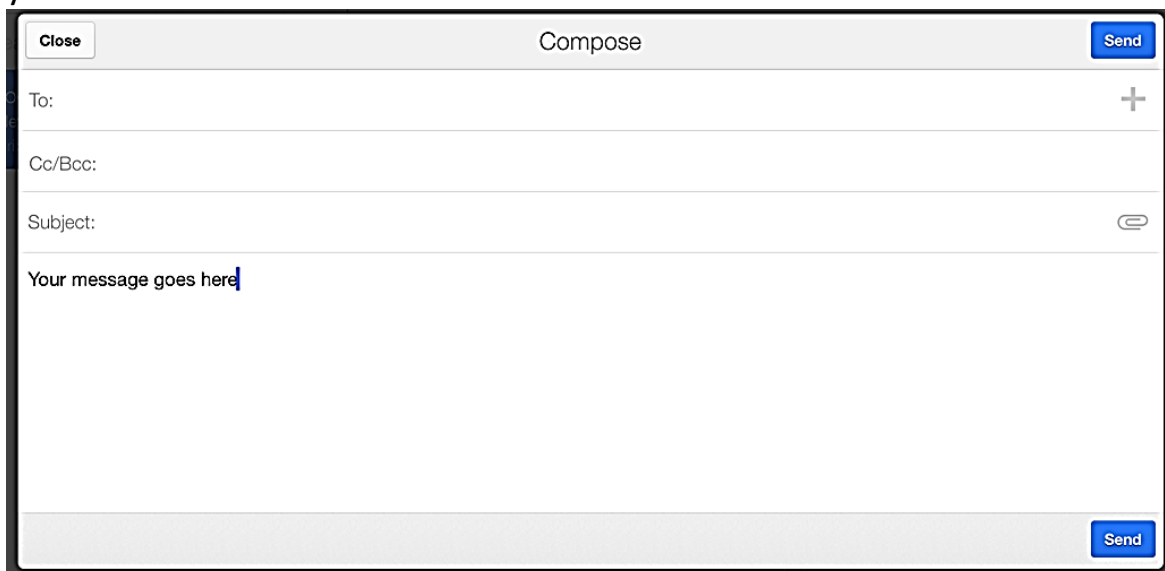
Explore these for a few minutes and get used to how they work

Exercise 3: Composing New Emails

Before you send an email to someone, you need to know their email address. It should look something like this: ***username@emailprovider.com***

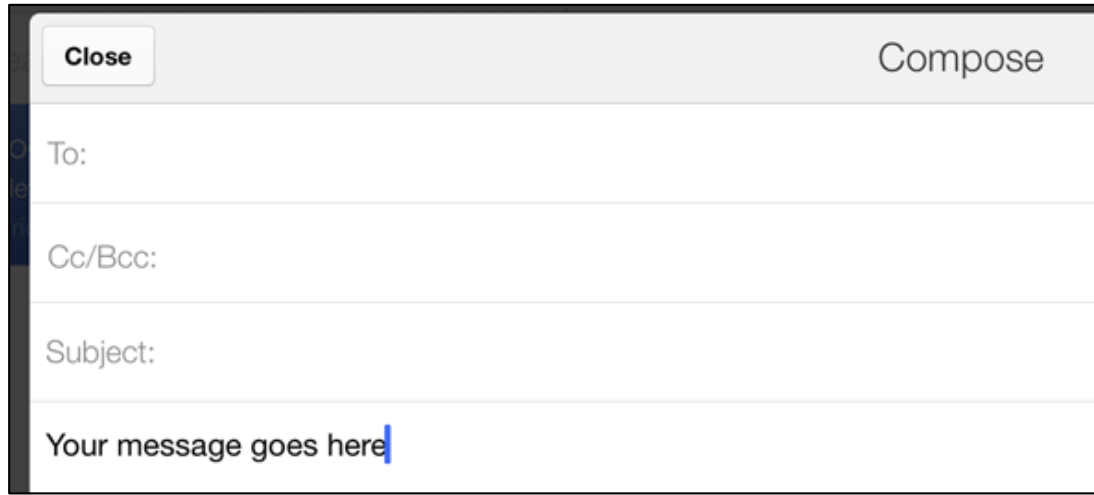


1. Take the slip of paper with the Gmail username you were provided with at the beginning of the class and exchange it with a fellow classmate. **You now have your neighbour's email address!**
2. Tap on the **Primary Inbox**.
3. Tap on the **Compose** button to send a new email.
4. **To** - type the email address of the person to whom you are sending your message. If you do not have a partner for this exercise, you can send an email to yourself!



5. **Subject** - give your message a subject line or the title to your email. It can be as simple as "Hello."
6. **Message** - Type your message.
7. **Send** – When everything looks good tap on **Send**.
8. A copy of your email will be saved to your **Sent** folder. Tap on **Sent** to see it.

9. **Drafts** of your email are saved automatically. You don't have to start over if you run out of time.



The image shows a screenshot of an email composition interface. At the top left is a 'Close' button, and at the top right is the word 'Compose'. Below these are four horizontal sections: 'To:', 'Cc/Bcc:', 'Subject:', and a larger text area containing the placeholder text 'Your message goes here' with a blue cursor at the end.

Note:

Cc stands for **Carbon Copy**. You can address an email to one person in the **To** field, and send a copy of the email to more people by tapping on **Cc**.

Bcc stands for **Blind Carbon Copy**. When you tap on **Bcc** and type email addresses in that section, they are invisible to other recipients. No one else copied on the email will see that others received the same message.

An example of how this could be useful: you are sending out a newsletter to 20 people but they don't want to share their personal email address with anyone but you, the editor. Put your mailing list in Bcc and protect everyone's privacy.

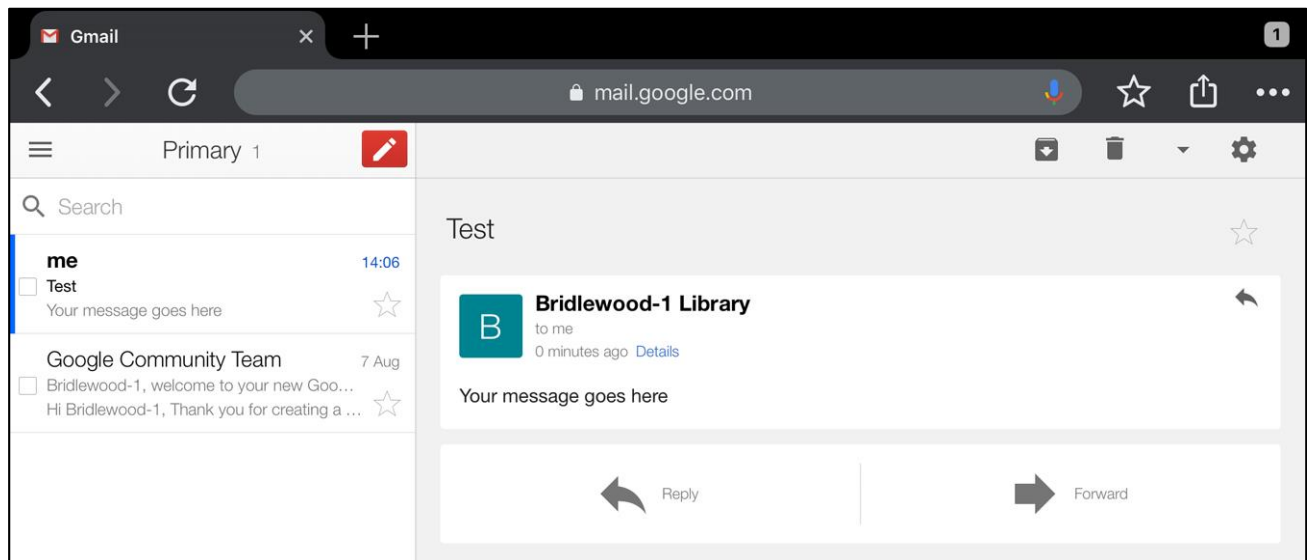
Exercise 4: Reading and Replying to Emails

Now that you and your neighbor have sent each other emails you will have a new message in your Inbox.

1. Tap once on your **Inbox**.

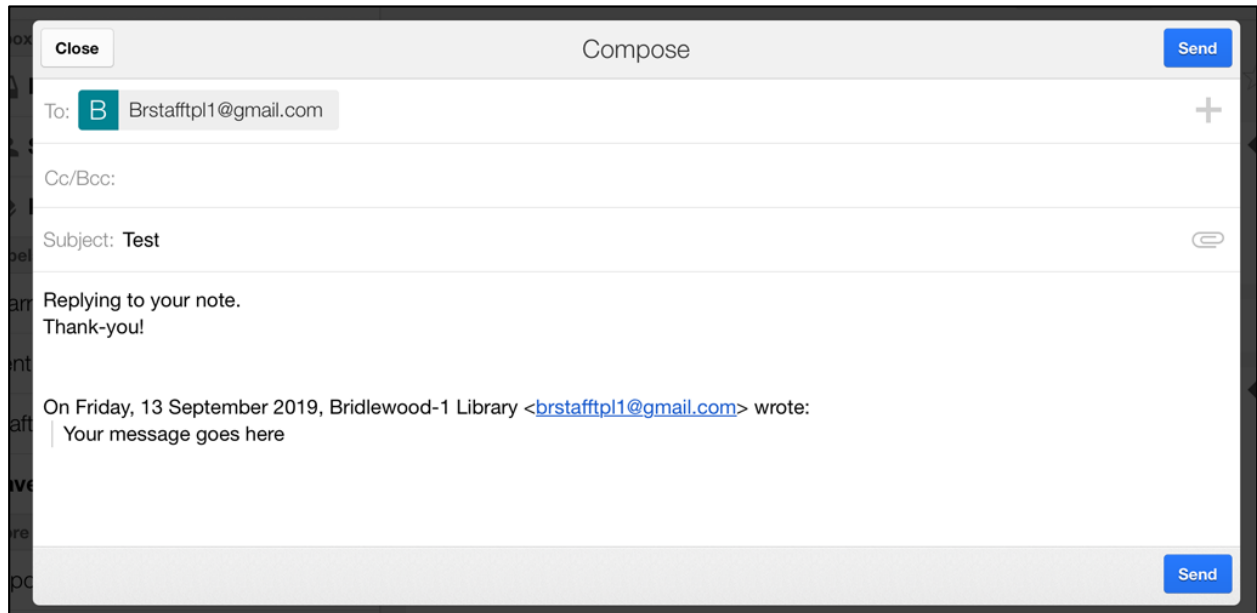
TIP: Your new mail will appear at the top of your inbox on the left. This is **not instantaneous** – it may take a moment. You may even need to **Drag down on the inbox to “refresh” it**.

2. Tap once on your message, if needed
3. Tap on **Reply** in the box below the email



4. A compose message window will open, and the flashing cursor indicates you can start typing your reply. Write a short message to the sender.

You can see the original email below your new reply.



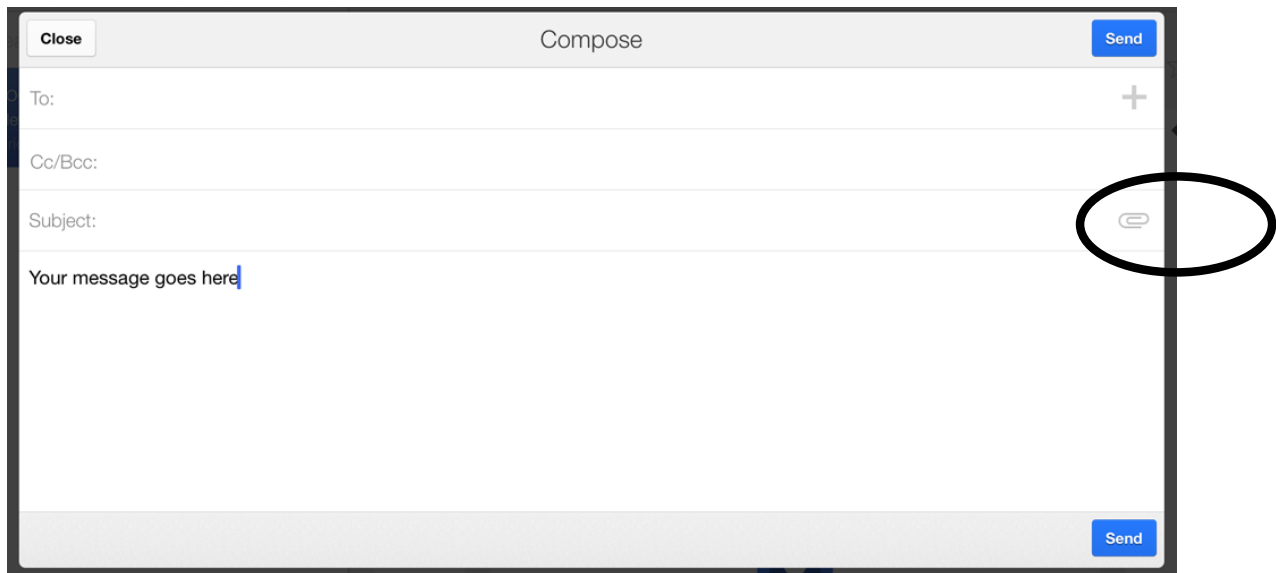
5. **Forward** You can also use the **Forward** command to share an email (and its attachments with someone else.

TIP: The **Reply All** command will display as an option if multiple people received the email and you want to reply to all of them.

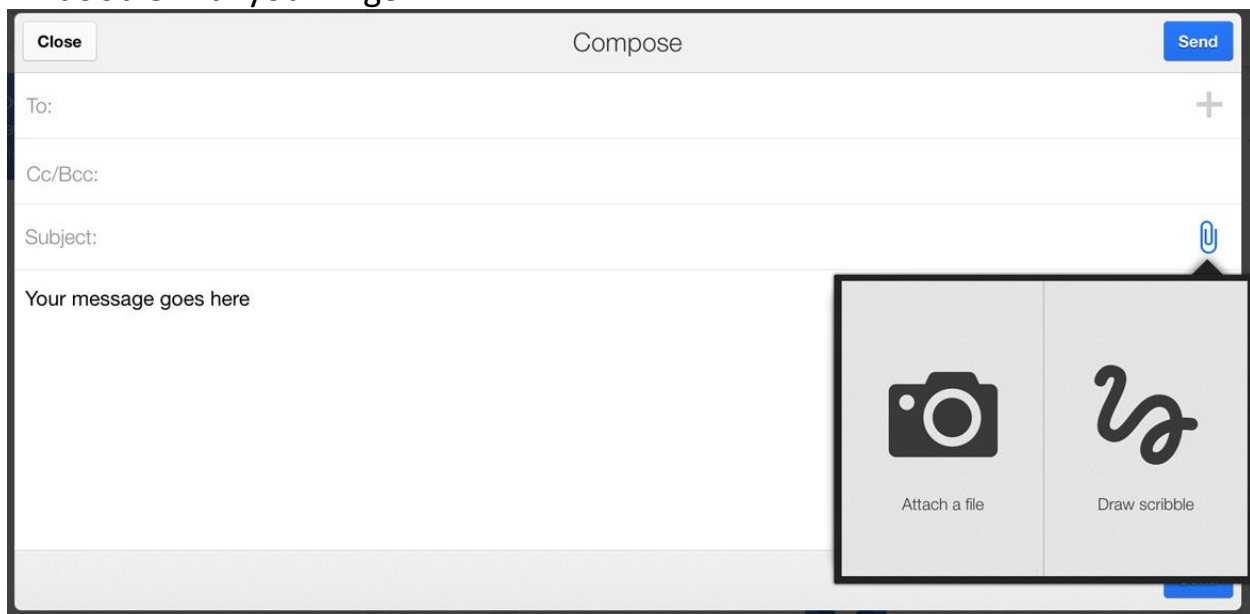
Exercise 5: Attach a File

A valuable email function is the ability to send photos and documents as attachments. To attach a file (word document, excel file, photo, etc.):

1. Tap on the paperclip symbol located in the Subject line, at the right.

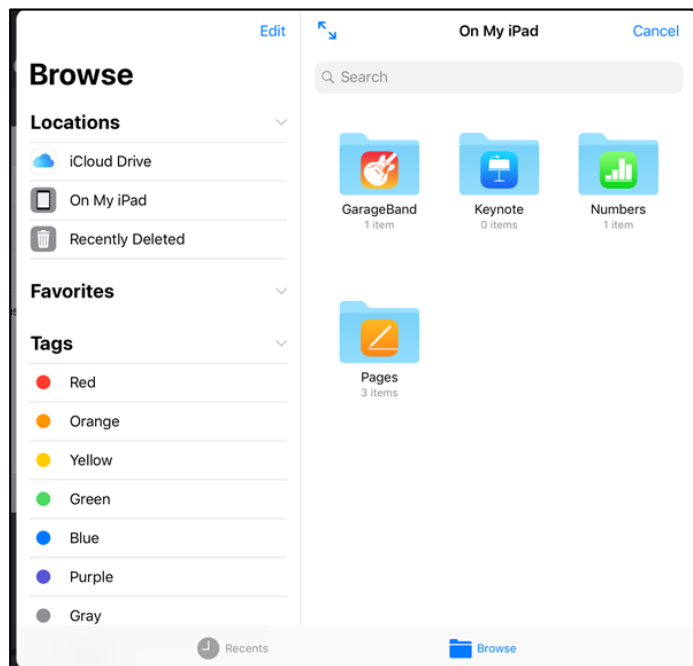
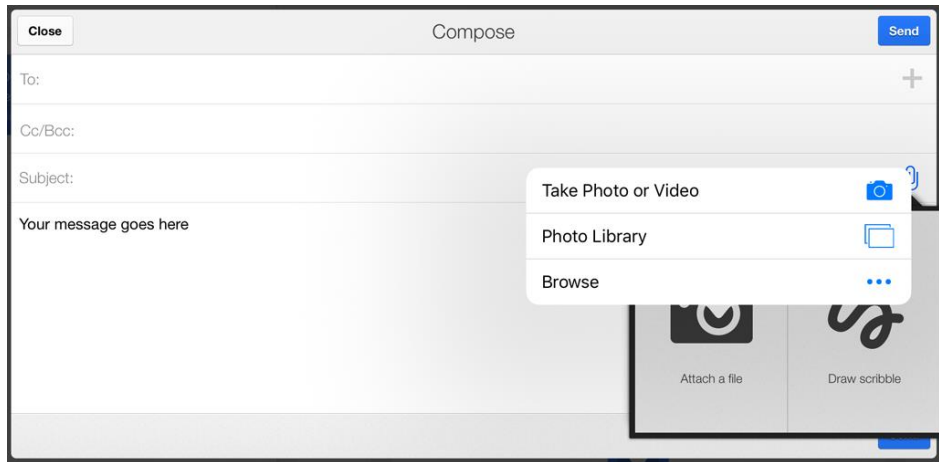


2. On the iPad you have the option to attach a file or even draw words or a doodle with your finger



3. Tap on **Attach a File** then you will see options to **Take a photo**, or go to your **Photo Library**, or **Browse** (to Browse your existing files).

4. Try out one of the methods.



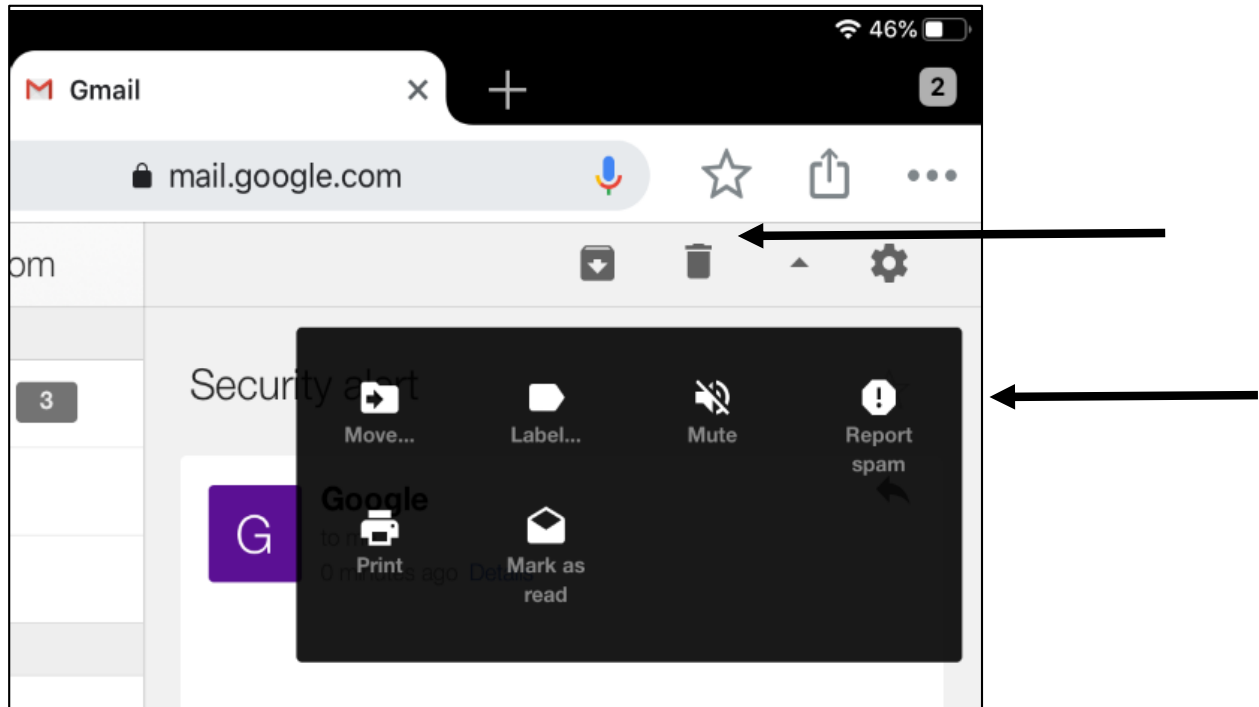
TIP: Be careful about attaching large files. Not all email accounts can handle them.

TIP: Attachments **sent to you** are denoted by a paperclip next to the item in your inbox.

Exercise 6: Deleting Email

Gmail has 15 GB of free storage space for your emails and other Google files. To free up space you have the option of deleting your messages. Just tap on the **Delete** button (Trash can icon).

Deleted messages are sent to the **Trash** folder for 30 days, then permanently deleted.



TIP: If you receive unsolicited junk mail, you can report the messages as Spam by tapping on the arrow next to the trash can and then tapping on the **Spam** button.

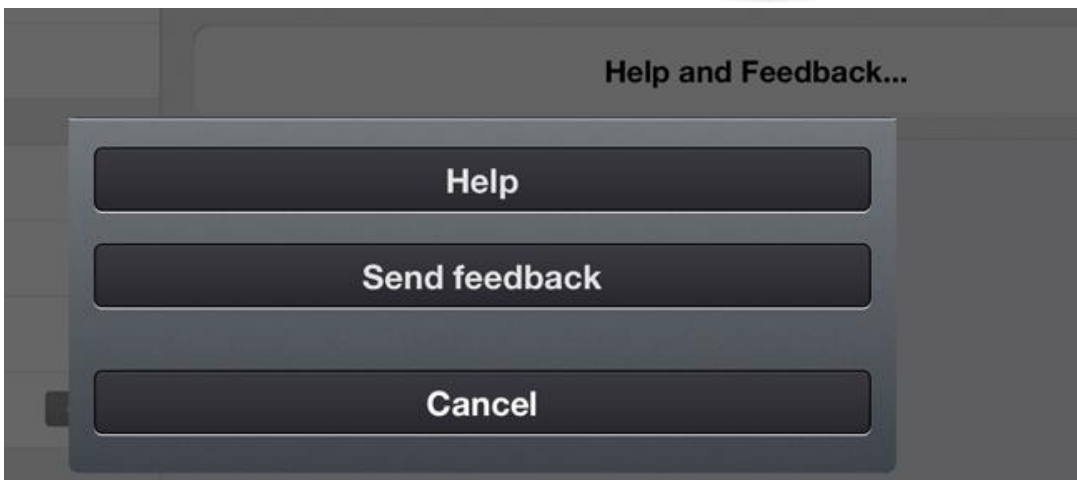
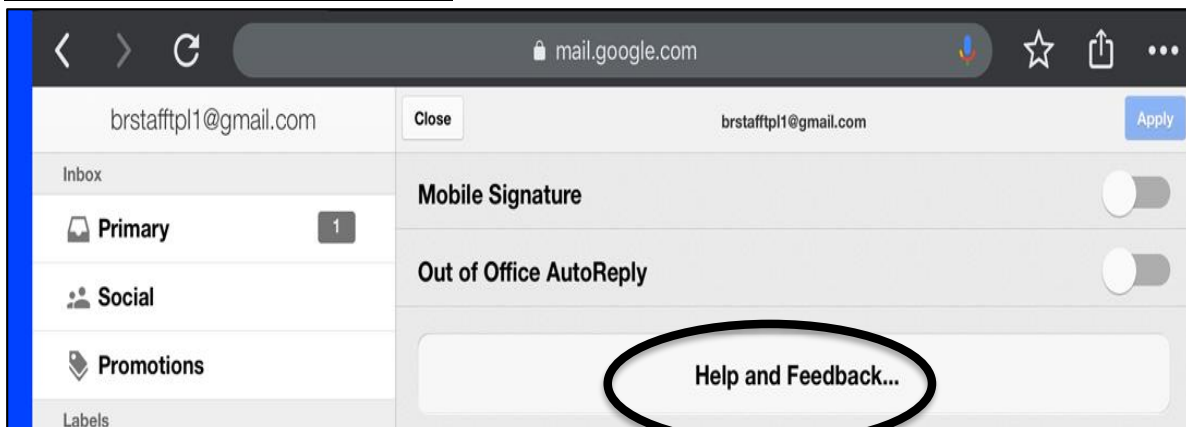
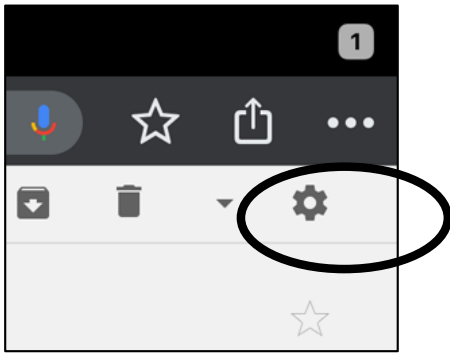
Check your Spam folder regularly to make sure that messages are not identified as spam by mistake.

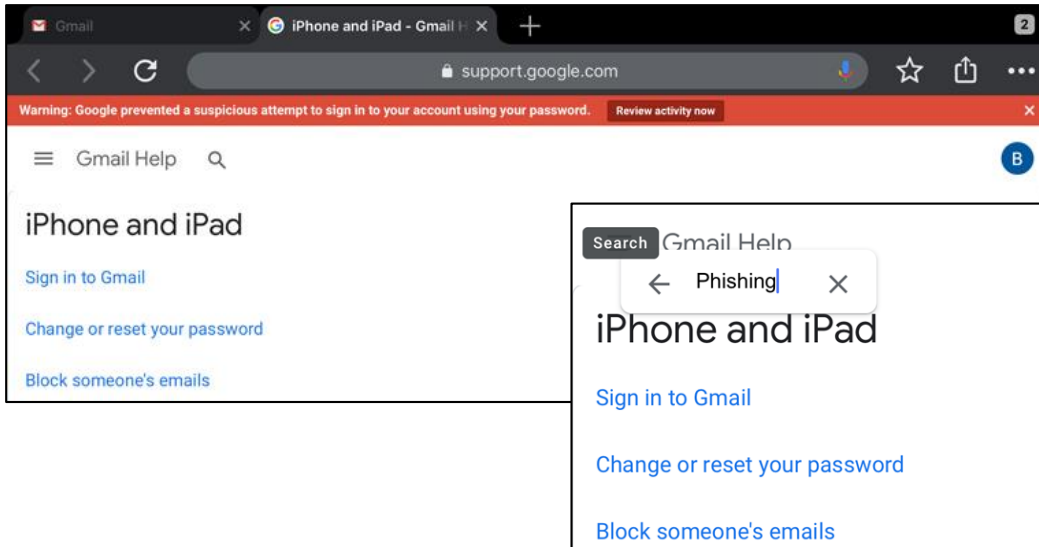
TIP: You can also delete multiple messages from your Inbox by using the checkboxes, and then tapping on Delete.

Exercise 7: Using the Help Option

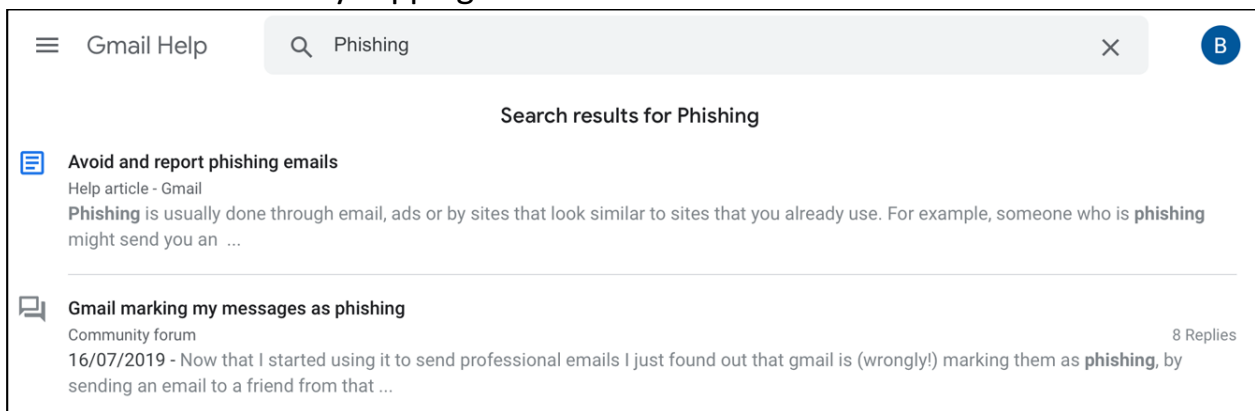
No matter what service or software you are using there is always a **Help** section. Use it any time you get stuck or want to learn something new. It provides excellent support and information.

1. To access Gmail Help, **Tap on the Gear** in the upper right corner of the page. And **Tap on Help and Feedback**, then on **Help**.
- 2.





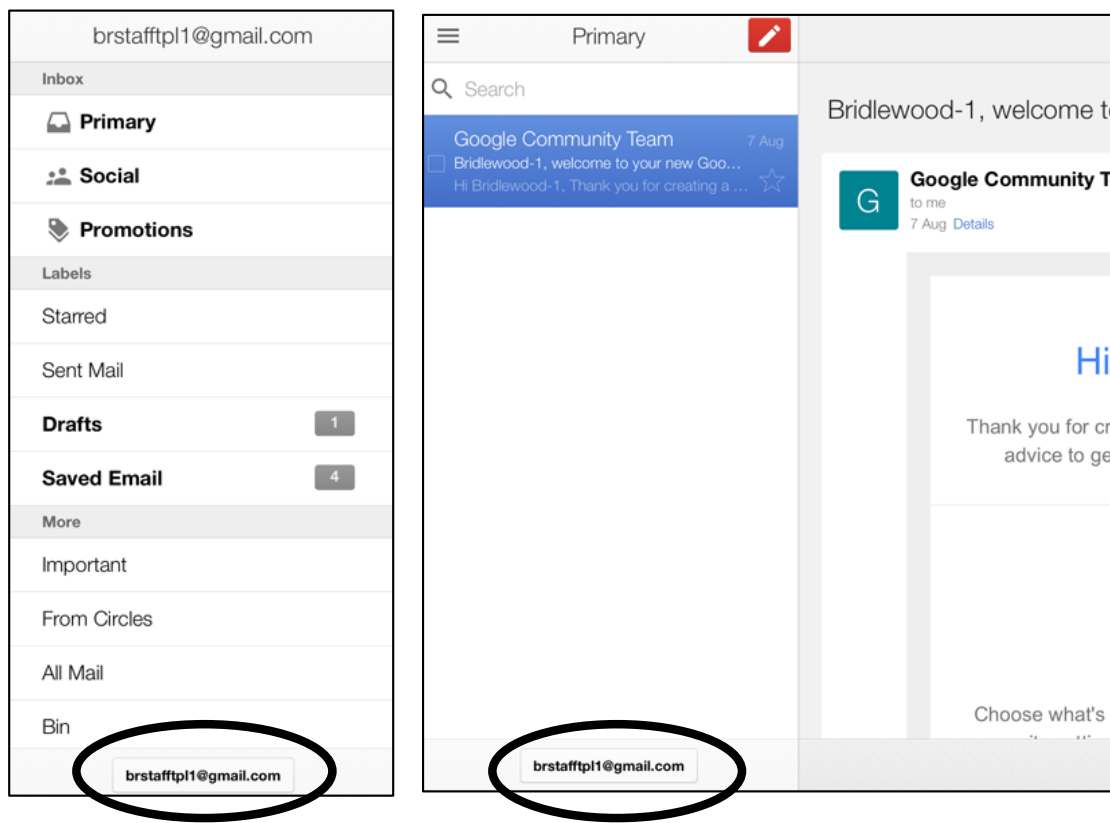
3. **NOTE:** a new Tab opened with a new address support.google.com. You can use the Goggle Help site any time, not just when you are using Gmail.
4. Tap on the magnifying glass next to Search Gmail Help.
5. Let's search for the topic: phishing by typing the keyword in the Search Help box and press Enter.
6. Results include articles with detailed information or links to forums where people exchange information and tips. **For more information on Email Security see Appendix 1**
7. Close the Tab by tapping on the X



Exercise 8: Sign-Out

Always log out of your email account when using a public computer or a shared device such as these iPads.

1. **Tap on your email address** in the lower left corner of the Inbox or folder list.
2. Then Tap on **Sign Out**.



3. Close the Chrome Window by **tapping on the X**

Appendix 1: Spam and Email Security

Spam Email, a type of Junk Email, are unsolicited emails that are sent to individuals without their consent. These are commercial, sent in bulk and not *usually* malicious. Gmail usually identifies Spam email and files it in your Spam folder.

Spam emails **may contain viruses** and tapping on links or replying back to them may allow the sender to access and retrieve information from your email account. You will usually be able to identify them immediately by looking at the sender and reading the email subject. It is best if you **do not open Spam emails**.

Phishing Emails are unsolicited, commercial and always malicious. These are rarely filed in Spam as they appear to be legitimate.

They appear to be legitimate, can contain links to phony websites, often include requests for money or donations, ask for personal information or passwords, and use language which prey on people's trust or which is urgent or threatening.

When reading emails and before replying or tapping on a link, ask yourself: "does this sound too good to be true?" "Would my friend really email me and ask me to buy a \$300 gift card for her?" "Is it likely the police would contact me by email?"

Look at the details: is the email address correct? does the URL link match the company name? Check the website of the company independently and phone them directly to find out if the email is one they sent.

To see [examples of clever phishing emails](#) check out www.phishing.org

Appendix 2: Email Etiquette

Email can be a fun and easy way to communicate. Here are a few things to keep in mind when using email.

1. **Know your audience** – a casual tone is perfect if you are writing to a friend. But if you are writing for business or official purposes use a more formal tone consistent with how you would write a business letter
2. **Read before you Send** - Spelling, grammar and punctuation count, especially with official or business emails. Proof read your email before you send.
3. **Subjects should be meaningful** – if you are writing with a specific purpose or for an event, use a clear and specific subject. It will help the recipient find your email easily.
4. **Keep it short** – emails are not replacements for long chatty phone calls. Choose the right tool for the job. Keep your emails clear and brief.
5. **Tone** – people can't judge the tone of your email from the words alone. To avoid misunderstandings, try not to be overly humorous or sarcastic.
6. **Reply promptly** - within reason, try your best to reply promptly within a few days
7. **Watch the size of your attachments** – many email providers have a cap on the file size of attachments sent and received – keep them small if possible.
8. **DON'T SHOUT** – the use of all caps is akin to shouting online.
9. **Keep private matter confidential** - always keep in mind that once you tap on Send you no longer have control over the email. It can be forwarded to other people by the sender. An old rule of thumb, which is still useful, don't put anything in an email that you wouldn't want shared further.
10. **Think before you Reply All** – no one wants to read every little exchange if it really has nothing to do with them.

Appendix 3: Emoticons and Acronyms

☺ Emoticons personalize your messages by adding the idea of an emotion. Here are a few “facial expressions” you can create using characters from your keyboard:

Happy	:) or :-)
Sad	:(or :-(
Surprised	:o or :-o
Winking	;) or ;-)
Laughing	:D or :-D
Tongue out	:-P or :p

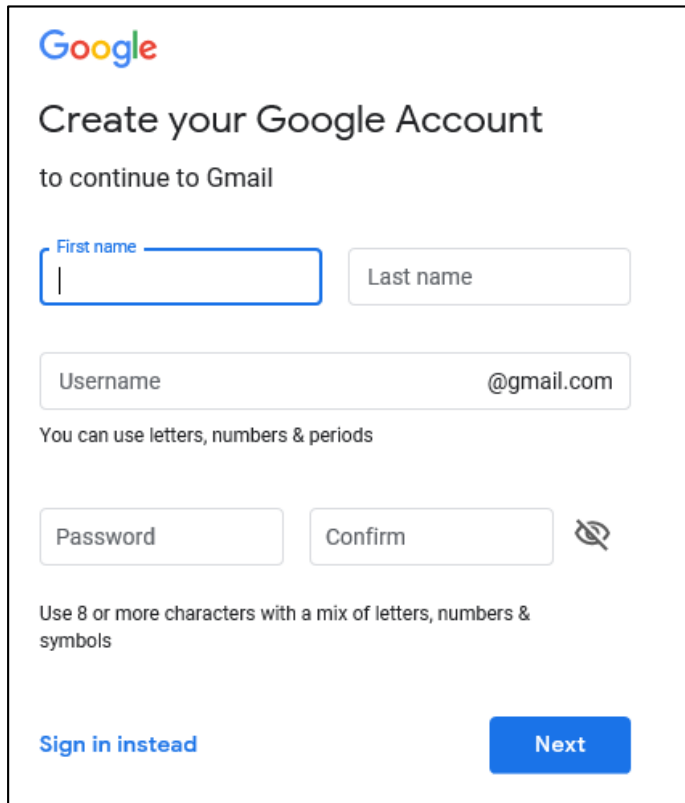
Acronyms are often used as typing shortcuts in informal communication. Here are a few popular ones:

BFN = bye for now
BRB = be right back
BTW = by the way
FYI = for your information
HTH = hope this helps
IMO = in my opinion
J/K = just kidding
LOL = laughing out loud
OTOH = on the other hand
TTYL = talk to you later

Appendix 4: Gmail Registration

You can register for a free Gmail account.

1. Type **google.com/gmail** into the address bar of your browser



The screenshot shows the Gmail registration page. At the top is the Google logo. Below it, the text reads "Create your Google Account" and "to continue to Gmail". There are four input fields: "First name" (with a blue border), "Last name", "Username" (with "@gmail.com" to its right), and "Password" (with "Confirm" to its right). A small eye icon is next to the "Confirm" field. Below the "Username" field, it says "You can use letters, numbers & periods". Below the "Password" and "Confirm" fields, it says "Use 8 or more characters with a mix of letters, numbers & symbols". At the bottom left is a link "Sign in instead" and at the bottom right is a blue "Next" button.

2. Tap on **Create an Account**.
3. Fill out the registration form. The **username** is the start of your email address. If someone else has taken the name you want, try adding another word or number to make it unique, or choose one of Gmail's alternate suggestions.
4. The **password** must be at least eight characters. You can use a combination of letters, numbers, or other symbols on your keyboard. Ensure this is a password that is easy for you to remember. Write it down and keep it safe if you need to.

Do not use "password", 12345, your birthday, your name, or your relative's name in your password as this will make it easy for others to hack your account.

5. You can usually skip the mobile phone and current email address fields because they are optional. However, they can be useful to add as they are your backup security options if you forget your password in the future.
6. Complete Your Birthday and Gender.
7. Tap **Next** to complete the registration.

Where to Learn More

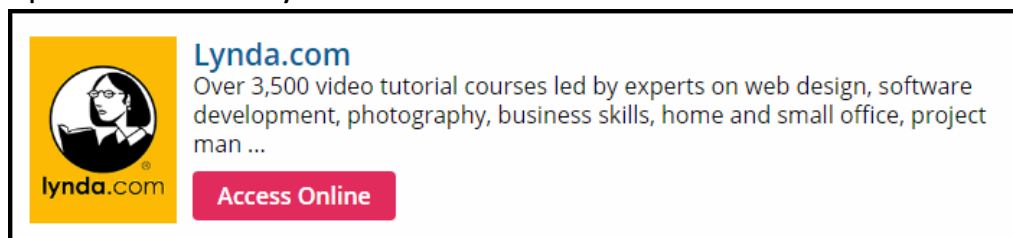
Online:

GCF [Learn Email](http://edu.gcfglobal.org/en/topics/emailbasics/): edu.gcfglobal.org/en/topics/emailbasics/
[About Phishing](http://www.phishing.org): www.phishing.org

Lynda.com

Lynda is a collection of high-quality instructional video accessible for free via the library's website: **tpl.ca**. You must be connected to the Internet and have a valid library card to use this collection.

1. On the TPL home page, tap on the **eLearning** portal.
2. Tap on the link to Lynda.com and select **Access Online**.



3. Type your library card number and PIN in the boxes, **Sign In** and tap the **Continue** button.
4. Use the top search box to find video classes, such as:

[Gmail Essential Training, 2018](https://www.lynda.com/Gmail-tutorials/Gmail-Essential-Training/791338-2.html)

<https://www.lynda.com/Gmail-tutorials/Gmail-Essential-Training/791338-2.html>